Errors c00d002f to c101a006 occur when using the Zune software

> **Note** Xbox 360 support content is no longer being maintained. If you need more info about your Xbox 360 console, visit the Xbox forums.

> **Note** As of **November 2015**, the Zune service has been discontinued. This may cause errors when attempting to stream or download content or update the service.

If you see any of the following error codes when using your Zune software, please visit the Microsoft forums for help from community members.

c00d002f (corrupted or invalid file)

cc00d07c9 (unable to access wireless network)

c00d109b (unsupported file or code, or audio device problem)

c00d1197 (file moved, renamed, deleted, or otherwise unavailable)

c00d1199 (unsupported file or code, or audio device problem)

c00d11d6 (corrupted DRM system)

c00d11e7 (DRM error)

c00d124e (update failure)

c00d12f6 (download issue)

c00d1353 (location/region mismatch)

c00d1364 (no internet connection, or incorrect username or password)

c00d1366 (insufficient hard drive space)

c00d1371 (expired licenses)

c00d1385 (unable to verify usage rights)

c00d27e1 (item no longer available for download)

c1010007 (device disconnected)

c101002b (incorrect country or region setting)

c101a006 (error in communication with server)

Did this resolve the issue? Yes No

Still need help?

Request a call, chat online, and more.

Contact us

Contact times (Pacific Time)

Phone support
Monday to Friday: 6:00am-5:00pm
Saturday to Sunday: 6:00am-5:00pm

Web chat
Monday to Sunday: 24 hours a day

Disability answer desk

Accessible help and resources to get your Xbox questions answered.

Get answers

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